

**END USER INFORMATION FORM
EFFECTIVE 3-31-97**

END USER INFORMATION FORM

Description

All location and access information required for ordering local service is provided in the various fields contained within the EU Form. The request form provides entries for the specification of ordering options such as inside wire, disconnect information, etc. The Location and Access Section provides entries for describing end user locations including entries which may be necessary for gaining access for installation purposes.

The local service ordering guidelines incorporate the following requirements for the population of form entries.

- Required is defined as the field must be populated.
- Optional is defined as the field may or may not be populated.
- Prohibited is defined as the field must not be populated.
- Conditional is defined as the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence or combination of other data entries.

EU Form Entries

Exhibit 1 in this section depicts the EU Form with each of the entry fields numbered. These numbers correspond to field definitions beginning on the following page. At the end of this section is an alphabetic listing of the EU Form fields cross referenced to the field numbers depicted in Exhibit 1.

This form is prepared by the CLEC and is submitted to the LCSC for the ordering of local service.

END USER INFORMATION FORM

Administrative Section

1. PON - Purchase Order Number

Identifies the customer's unique purchase order or requisition number that authorizes the issuance of this request or supplement.

USAGE: This field is required.

DATA CHARACTERISTICS: 16 alpha/numeric characters

EXAMPLE:

8	2	4	Z	9											
---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--

2. VER - Version Identification

Identifies the customer's version number.

Note 1: Any reissuance can use this entry to uniquely identify the form from any other version.

USAGE: This field is optional.

DATA CHARACTERISTICS: 2 alpha/numeric characters

EXAMPLE:

A	
---	--

3. DQTY - Disconnect Quantity

Identifies the quantity of telephone numbers affected by this service request.

Note 1: Indicates the quantity of telephone numbers to be disconnected with this request.

Note 2: Indicates the quantity of telephone numbers affecting call transfer information.

USAGE: This field is conditional.

Note 1: Required when the DISC # field is populated, otherwise optional.

DATA CHARACTERISTICS: 3 numeric characters

EXAMPLE:

		8
--	--	---

Administrative Section (continued)

4. PG ____ of ____

Identifies the page number and total number of pages contained in this request.

USAGE: This field is required.

DATA CHARACTERISTICS: 4 numeric characters

EXAMPLE: PG

	1
--	---

 OF

	2
--	---

[illegible]

1	2	3	E .	M	A	I	N	S	T	R	E	E	T
---	---	---	-----	---	---	---	---	---	---	---	---	---	---

EXAMPLE: | 3 | 2 |

Location and Access (continued)**8. ROOM**

Identifies the room of the end user location.

Note 1: Designates either a room, slip, lot, unit or apartment.

Note 2: When entering other than room number, include "slip", "lot", "unit", "apt", "suite" etc. as part of the entry.

Note 3: When unknown due to building construction, enter TBD (To Be Determined).

USAGE: This field is optional.

DATA CHARACTERISTICS: 9 alpha/numeric characters

EXAMPLES:

2	1	3	3	B				
S	L	I	P		4			

9. BLDG - Building

Identifies the specific building at the end user location.

Note 1: Designates the building when there are multiple buildings at one address.

USAGE: This field is optional.

DATA CHARACTERISTICS: 9 alpha/numeric characters

EXAMPLE:

4	A							
---	---	--	--	--	--	--	--	--

10. CITY

Identifies the city, village, township, etc. of the end user location.

USAGE: This field is required.

DATA CHARACTERISTICS: 25 alpha characters

EXAMPLE:

P	I	S	C	A	T	A	W	A	Y																		
---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Location and Access (continued)**11. STATE - State/Province**

Identifies the two character postal code for the state/province of the end user location.

USAGE: This field is required.

DATA CHARACTERISTICS: 2 alpha characters

EXAMPLE:

N	J
---	---

12. ZIP CODE

Identifies the zip code or postal code of the end user service location.

USAGE: This field is required.

DATA CHARACTERISTICS: 10 alpha/numeric characters

EXAMPLES:

0	7	0	3	9					
---	---	---	---	---	--	--	--	--	--

0	8	8	5	4	-	1	2	3	4
---	---	---	---	---	---	---	---	---	---

M	5	A		1	X	7			
---	---	---	--	---	---	---	--	--	--

13. LCON - Local Contact

Identifies the local contact name for access to the service location.

USAGE: This field is optional.

DATA CHARACTERISTICS: 15 alpha/numeric characters

EXAMPLE:

J	O	H	N		S	M	I	T	H					
---	---	---	---	--	---	---	---	---	---	--	--	--	--	--

Location and Access (continued)

14. TEL NO - Telephone Number

Identifies the telephone number of the local contact for the service location.

USAGE: This field is optional.

DATA CHARACTERISTICS: 17 numeric characters (including 3 preprinted hyphens)

EXAMPLE: 2 | 0 | 1 | - | 9 | 8 | 1 | - | 3 | 5 | 8 | 7 | - | | |

15. EUMI - End User Moving Indicator

Identifies that the end users location is changing.

Note 1: End user address information may be required to ensure the telephone number is eligible for portability.

VALID ENTRIES:

Y = End User is moving

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 alpha character.

EXAMPLE: | Y |

16. ACC - Access Information

Indicates the access instructions at the end user location.

USAGE: This field is optional.

DATA CHARACTERISTICS: 115 alpha/numeric characters

EXAMPLE:

[illegible]

Inside Wire**17. TWO - Inside Wiring Options**

Identifies the requirement for inside wire services.

VALID ENTRIES:

- R = Referral for inside wiring (Provider will negotiate with the end user).
- S = Provide inside wire repair plan and bill the customer.
- T = Provide inside wire repair plan and bill the end user.
- U = Provide inside wiring and repair plan and bill the customer.
- V = Provide inside wiring and repair plan and bill the end user.
- W = Provide inside wiring and bill the customer.
- Y = Provide inside wiring and bill end user directly.

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 alpha character

EXAMPLE:

R

18. IWBAN - Inside Wiring Bill Account Number

Identifies the billing account number for charges associated with inside wire.

VALID ENTRIES:

- Billing Account Number
- E = Existing Customer Billing Account Number
- N = New Billing Account Number Requested.

USAGE: This field is optional.

DATA CHARACTERISTICS: 13 alpha/numeric characters

EXAMPLE:

2	0	1		9	8	8	-	7	3	0	0	
---	---	---	--	---	---	---	---	---	---	---	---	--

Identifies the name of the person to be contacted for inside wire.

USAGE: This field is conditional.

Note 1: Required when the TWO field is populated, otherwise optional.

DATA CHARACTERISTICS: 25 alpha/numeric characters

EXAMPLE:

[illegible]

Identifies the telephone number of the inside wire contact.

USAGE: This field is conditional.

Note 1: Required when the IWCON field is populated, otherwise prohibited.

DATA CHARACTERISTICS: 17 numeric characters (including 3 preprinted hyphens)

EXAMPLE:

2	0	1	-	9	8	8	-	7	6	2	3	-	1	0	1	2
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Bill Section

21. LOCBAN - Local Billing Account Number

Identifies the end user's billing account number which may also be the end user local exchange telephone number.

USAGE: This field is optional.

DATA CHARACTERISTICS: 13 alpha/numeric characters

EXAMPLE: $\begin{bmatrix} 2 & 0 & 1 & - & 5 & 5 & 5 & - & 1 & 2 & 1 & 2 & - \end{bmatrix}$

22. FBI - Final bill Information Indicator

Indicates whether a final bill should be sent to either the existing billing address or a different address.

VALID ENTRIES:

D = Different

E = Existing

Note 1: When the valid entry is "D", the BILLNM, STREET, STATE and ZIP CODE fields must be populated.

USAGE: This field is optional.

DATA CHARACTERISTICS: 1 alpha character

EXAMPLE:

D

23. BILLNM - Bill Name

Identifies the end user bill name.

USAGE: This field is conditional.

Note 1: Required when the FBI field is "D", otherwise optional.

DATA CHARACTERISTICS: 25 alpha/numeric characters

EXAMPLE:

[illegible]

Bill Section (continued)**24. SBILLNM - Secondary billing Name**

Identifies the name of a department or group within the designated BILLNM entry.

Note 1: May also be used to specify the end user customer as identified in SAN field on the LSR Form, used by the customer in conjunction with billing its end user.

USAGE: This field is optional.

DATA CHARACTERISTICS: 25 alpha/numeric characters

EXAMPLE:

A	C	C	O	U	N	T	S		R	E	C	E	I	V	A	B	L	E							
---	---	---	---	---	---	---	---	--	---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--

25. STREET - Street Address

Identifies the street of the billing address associated with the billing name.

USAGE: This field is conditional.

Note 1: Required when the FBI field is "D", otherwise optional.

DATA CHARACTERISTICS: 25 alpha/numeric characters

EXAMPLE:

1	2	5		E		M	A	I	N		S	T	R	E	E	T									
---	---	---	--	---	--	---	---	---	---	--	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--

26. FLOOR

Identifies the floor for the billing address associated with the billing name.

Usage: This field is optional.

DATA CHARACTERISTICS: 3 alpha/numeric characters

EXAMPLE:

3	2	
---	---	--

Bill Section (continued)**27. ROOM**

Identifies the room for the billing address associated with the billing name.

Usage: This field is optional.

DATA CHARACTERISTICS: 9 alpha/numeric characters

EXAMPLE:

1	K	1	5	1	A			
---	---	---	---	---	---	--	--	--

28. CITY

Identifies the city, village, township, etc. of the billing address associated with the billing name.

USAGE: This field is conditional.

Note 1: Required when the FBI field is "D", otherwise optional.

DATA CHARACTERISTICS: 25 alpha characters

EXAMPLE :

L	I	V	I	N	G	S	T	O	N																	
---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

29. STATE - State/Province

Identifies the two character postal code for the state/province of the billing address associated with the billing name.

USAGE: This field is conditional.

Note 1: Required when the FBI field is "D", otherwise optional.

DATA CHARACTERISTICS: 2 alpha characters

EXAMPLE:

N	J
---	---

Bill Section (continued)**30. ZIP CODE**

Identifies the zip code or postal code of the billing address associated with the billing name.

USAGE: This field is conditional.

Note 1: Required when the FBI field is "D", otherwise optional.

DATA CHARACTERISTICS: 10 alpha/numeric characters

EXAMPLES:

0	7	0	3	9					
---	---	---	---	---	--	--	--	--	--

0	8	8	5	4	-	1	2	3	4
---	---	---	---	---	---	---	---	---	---

M	5	A		1	X	7			
---	---	---	--	---	---	---	--	--	--

31. BILLCON - BILLING CONTACT

Identifies the name of the person or office to be contacted on billing matters.

USAGE: This field is conditional.

Note 1: Required when the FBI field is populated and/or this entry is different from the BILLNM field, otherwise optional.

DATA CHARACTERISTICS: 15 alpha/numeric characters

EXAMPLE:

J	A	N	E		T		D	O	E					
---	---	---	---	--	---	--	---	---	---	--	--	--	--	--

32. TEL NO - Telephone Number

Telephone number of the billing contact.

USAGE: This field is conditional.

Note 1: Required when the BILLCON field is populated, otherwise optional.

DATA CHARACTERISTICS: 17 numeric characters (including 3 preprinted hyphens)

EXAMPLE:

2	0	1	-	5	5	5	-	3	4	0	0	-	2	2	2	
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	--

Bill Section (continued)

33. SSN - Social Security Number

Identifies the social security number of the end user in the BILLNM field.

USAGE: This field is optional.

DATA CHARACTERISTICS: 11 numeric characters (including 2 preprinted hyphens)

EXAMPLE:

9	9	9	-	9	9	-	9	9	9	9
---	---	---	---	---	---	---	---	---	---	---

Disconnect Information**34. REF NUM - Reference Number**

Identifies the first line or trunk as a unique number and each additional line or trunk segment as a unique number.

Note 1: The REF NUM is customer assigned and is returned on the confirmation notice to the ordering customer.

Note 2: Once REF NUM is generated it cannot be changed and is retained through completion of the request.

Note 3: The values are to be assigned consecutively and must be unique throughout the request at the PON level.

USAGE: This field is conditional.

Note 1: Required when the DISC # field is populated, otherwise optional.

DATA CHARACTERISTICS: 4 numeric characters

EXAMPLE:

0	0	2	3
---	---	---	---

35. DISC # - Disconnect Telephone Number

Identifies the end user telephone number to be disconnected.

USAGE: This field is optional.

DATA CHARACTERISTICS: 12 numeric characters (including 2 preprinted hyphens)

EXAMPLE:

2	0	1	-	6	9	9	-	1	2	3	4
---	---	---	---	---	---	---	---	---	---	---	---

36. TER - Terminal Number

Identifies a non-lead line in a multi-line hunt group.

Note 1: This entry may represent the maintenance number assigned to a member of a multi-line hunt group.

USAGE: This field is optional.

DATA CHARACTERISTICS: 8 alpha/numeric characters

EXAMPLES:

0	0	0	5				
7	1	8	-	1	0	0	0

Disconnect Information (continued)**37. TC OPT - Transfer of Call Options**

Identifies the type of transfer of call option the end user has requested.

VALID ENTRIES:

C = Custom Code Identifier

N = None

S = Standard

USAGE: This field is optional.

DATA CHARACTERISTICS: 3 alpha/numeric characters

EXAMPLES:

S		
---	--	--

T	C	S
---	---	---

38. TC TO - Transfer of Calls To

Identifies the telephone number to which calls are to be referred.

USAGE: This field is conditional.

Note 1: Required when the TC OPT field is not "N", otherwise optional.

DATA CHARACTERISTICS: 12 numeric characters (including 2 preprinted hyphens)

EXAMPLE:

2	0	1	-	6	9	9	-	1	2	3	4
---	---	---	---	---	---	---	---	---	---	---	---

Disconnect Information (continued)**39. TC PER - Transfer of Calls Period**

Indicates the requested date that the transfer of calls, specified in the TC TO field, is to be removed and the standard recorded announcement is to be provided.

Note 1: When the standard period of transfer (provided by the provider) is acceptable, the field is to be left blank.

VALID ENTRIES:**U. S. Standard**

Two Digit Month (01-12)
Two Digit Day (01-31)
Two Digit Century (00-99)
Two Digit Year (00-99)

Metric Format

Two Digit Century (00-99)
Two Digit Year (00-99)
Two Digit Month (01-12)
Two Digit Day (01-31)

Note 1: Metric date format may be used based on provider/customer negotiations.

USAGE: This field is conditional.

Note 1: Optional when the TC TO field is populated, otherwise prohibited.

DATA CHARACTERISTICS: 10 alpha/numeric characters (including 2 hyphens)

EXAMPLES:

0	8	-	1	0	-	1	9	9	7
1	9	9	7	-	0	8	-	1	0

40. REMARKS

Identifies a free flowing field which can be used to expand upon and clarify other data on this form.

USAGE: This field is optional.

DATA CHARACTERISTICS: 160 alpha/numeric characters

EXAMPLE:

D	I	S	C		O	F		F	I	R	S	T		C	K	T		I	N		G	R	O	U	P

ALPHABETIC/NUMERIC CROSS REFERENCE GLOSSARY END USER INFORMATION FORM

The following table is an alpha numeric cross-reference glossary of the EU Form fields.

Field Abbreviation	Field #	Field Name
ACC	16	Access Information
BILLCON	31	Billing Contact
BILLNM	23	Bill Name
BLDG	9	Building
CITY (BILLNM)	28	City
CITY (END USER)	10	City
DISC #	35	Disconnect Telephone Number
DQTY	3	Disconnect Quantity
EUMI	15	End User Moving Indicator
FBI	22	Final Bill Information Indicator
FLOOR (BILLNM)	26	Floor
FLOOR (END USER)	7	Floor
IWBAN	18	Inside Wire Bill Account Number
IWCON	19	Inside Wire Contact
IWO	17	Inside Wiring Options
LCON	13	Local Contact
LOCBAN	21	Local Billing Account Number
NAME	5	End User Name
PG OF	4	Page of
PON	1	Purchase Order Number
REF NUM	34	Reference Number
REMARKS	40	Remarks
ROOM (BILLNM)	27	Room
ROOM (END USER)	8	Room
SBILLNM	24	Secondary Billing Name
SSN	33	Social Security Number
STATE (BILLNM)	29	State/Province
STATE (END USER)	11	State/Province
STREET (BILLNM)	25	Street Address
STREET (END USER)	6	Street Address
TC OPT	37	Transfer of Call Options
TC PER	39	Transfer of Calls Period
TC TO	38	Transfer of Calls To
TEL NO (BILLCON)	32	Telephone Number
TEL NO (IWCON)	20	Telephone Number
TEL NO (LCON)	14	Telephone Number
TER	36	Terminal Number
VER	2	Version Identification
ZIP CODE (BILLNM)	30	Zip Code
ZIP CODE (END USER)	12	Zip Code

(Insert Your Company Logo)

End User Information

V1
(12 06)

Administrative Section PON _____ VER 2 DQTY 3 PG 4 OF _____

Location and Access NAME 5 STREET 6 FLOOR 7

ROOM _____ BLDG 9 CITY 10 STATE 11 ZIP CODE 12 LCON 13

TEL NO _____ EUMI ACC 15 16

Inside Wire IWO 17 IWBAN 18 IWCON 19 TEL NO 20

Bill Section LOCBAN 21 FBI 22 BILLNM 23

SBILLNM 24 STREET 25 FLOOR 26 ROOM 27

CITY 28 STATE 29 ZIP CODE 30 BILLCON 31

TEL NO _____ SSN 32 33

Disconnect Information	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>
	REF NUM	DISC #	TER	IC OPT	IC TO	IC PER
	<u>34</u>	<u>35</u>	<u>36</u>	<u>37</u>	<u>38</u>	<u>39</u>

Remarks 40

Administrative Section										Location and Access									
PON										NAME									
VER										STREET									
DQTV										STATE ZIP CODE									
PG										LCON									
OF										FLOOR									
ROOM										BLDG									
CITY										EUMI ACC									
TEL NO																			

Inside Wire										IMCON										TEL NO																			
WO										IMBAN																													
Bill Section										LOCBAN										FBI										BILLNM									
SBILLNM																																							
CITY										STREET										STATE										ZIP CODE									
																														BILLCON									
TEL NO																																							
																														SSN									
																														FLOOR									
																														ROOM									

[illegible][illegible]

**RESALE SERVICE FORM
EFFECTIVE 3-31-97**

RESALE SERVICE FORM

Description

All hunting information and service details are provided in the various fields contained within the RS Form. The Hunting Section provides Hunt Group Activity, Hunt Type and Hunt Sequence information. The Service Details Section provides Reference Numbers, Activity type information, Telephone, Terminal and Maintenance Number information, as well as numerous other data about service(s) involved in Resale activity.

The local service ordering guidelines incorporate the following requirements for the population of form entries.

- Required is defined as the field must be populated.
- Optional is defined as the field may or may not be populated.
- Prohibited is defined as the field must not be populated.
- Conditional is defined as the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence or combination of other data entries.

RS Form Entries

Exhibit 1 in this section depicts an RS Form with each of the entry fields numbered. These numbers correspond to field definitions beginning on the following page. At the end of this section is an alphabetic listing of the RS Form fields cross referenced to the field numbers depicted in Exhibit 1.

This form is prepared by the CLEC and is submitted to the LCSC for the ordering of local service.

Source Information

The following sources of information are required to complete the Resale Service Form for basic class of service, feature USOCs and related FIDs:

- Tariffs (feature USOCs)
- BellSouth Products & Services for Resale (classes of service, FIDs)